CLAIMS

1. (Currently amended) A method of receiving help at a mobile terminal comprising ~~the steps of~~:

detecting a help trigger event at the mobile terminal;

formulating a help request, said help request comprising context sensitive data associated with a current status of the mobile terminal, said context sensitive data identifying an application running during said help trigger event;

sending said help request from the mobile terminal to a remote help server via an RF link; and

receiving help information from said remote help server at the mobile terminal, said help information being based on said context sensitive data.

2. (Currently amended) The method of claim 1, wherein ~~the step of~~ detecting the help trigger event at the mobile terminal is selected from the group consisting essentially of receiving the help trigger event via a function key, and receiving the help trigger event via a voice command.

3. (Currently amended) The method of claim 1, wherein ~~the step of~~ formulating a help request ~~to said detecting said trigger event~~ comprises determining, by said mobile terminal, an application that is active within the mobile terminal.

4. (Currently amended) The method of claim 3, further comprising determining the application most recently accessed by a user.

5. (Original) The method of claim 3, further comprising determining an application state of the application.

6. (Currently amended) The method of claim 3, further comprising determining improper activities.

7. (Currently amended) The method of claim 1, wherein ~~the context sensitive data is~~ said help request further comprises information selected from the group consisting essentially of language, model number, and software version.

8. (Currently amended) The method of claim 1, wherein the context specific information of the help request is obtained prior to the time the help ~~request is received~~ trigger event is detected.

9. (Currently amended) The method of claim 1, wherein ~~the step of~~ formulating the help request occurs after the help ~~request is received~~ trigger event is detected.

10. (Currently amended) A method of receiving information at a mobile terminal, the method comprising ~~the steps of~~:

receiving a request for help regarding an application running on a mobile terminal;

gathering context specific data regarding the application, said context specific data identifying said application;

sending the context specific data to a help server via an RF link; and

receiving a help response from the help server, the help response being based on the context specific data.

11. (Currently amended) The method of claim 10, wherein ~~the step of~~ gathering context specific data regarding the application is performed prior to the time the request is received.

12. (Currently amended) The method of claim 10, wherein ~~the step of~~ gathering context specific data regarding the application is performed after the request is received.

13. (Original) The method of claim 10, wherein the context specific data regarding the application is obtained from an activity log maintained at the mobile terminal.

14. (Currently amended) The method of claim 10, wherein ~~the step of~~ sending the context specific data to the help server comprises accessing the help server through a gateway.

15. (Currently amended) The method of claim 10, further comprising sending data ~~wherein at least a portion of the context specific data is~~ selected from the group consisting essentially of a language, model number, and software version to said help server via an RF link.

16. (Currently amended) A method of accessing specific data at a mobile terminal from a remote user's manual accessed via an RF link through a help server, the method comprising ~~the steps of~~:

receiving a help request at the mobile terminal from a user, the help request being directed to a specific aspect of the mobile terminal;

collecting context specific data regarding the specific aspect of the mobile terminal, said context specific data identifying an application running on said mobile terminal when said help request is received;

based on the context sensitive data, accessing help information at the help server from a specific section of the user's manual; and

communicating the help information to the user.

17. (Original) The method of claim 16, wherein the specific aspect of the mobile terminal is an application stored within memory.

18. (Original) The method of claim 17, wherein the context specific data is stored within memory.

19. (Currently amended) A method of retrieving higher-level information from a remote help server having a plurality of information levels, said method comprising ~~the steps of~~:

receiving a request for help at the mobile terminal;

formulating a help request, said help request comprising context sensitive data associated with a current status of the mobile terminal, said context sensitive data identifying an application running when said request for help is received;

sending said help request from the mobile terminal to the help server via an RF link; and

receiving at the mobile terminal higher-level help information accessed from a higher information level at said remote help server, said higher-level help information being based on said context sensitive data.

20. (New) The method of claim 1 wherein said context sensitive data further identifies an application state of said application identified by said context sensitive data.

21. (New) The method of claim 10 wherein said context specific data further identifies an application state of said application identified by said context specific data.